

CRM BUYERS GUIDE 2007

	Crossware	Delta Software	Envisage Systems Limited	FrontRange Solutions: GoldMine & HEAT	Greentree International Ltd
Key Client Sites	Avanti Cycles, Carson Group, Combined Rural Traders, Company Sales and Acquisitions , Connexion Point Ltd, Damar Industries, Health & Disability Commission, Kerry NZ Limited, Livestock Improvement Corporation, Metso Minerals, NYK Shipping , Omron Electronics, Ricoh NZ Ltd , Summit Quinphos, The Edge [Aotea Centre / Town Hall etc] , Vantage Point , Washtec	Christchurch City, Mighty River Power , Wellington City, New Plymouth District Council , Victoria University , Tait Electronics , Ministry of Education , Waikato DHB , Auckland DHB , NZ Qualifications Authority	Foodstuffs, AUT, SKY Television, Progressive Enterprises, Restaurant Brands, 3M, Philips NZ Ltd, Ernst & Young, Ballance Agri-Nutrients Ltd , Frontier Software Ltd , UDC, Task Technology, Medtech, Crop & Food Research	CPS (NZ), DVS, LISA , BlackTop Constructions , BMW , UNITEC , Tasman Orient , Exeloo , Foodstuffs , The Warehouse , Cliftons	Matthews Construction, Hydroflow, Kenneth Ayres , Eurotec , National Education Agency , C&G Rothbury , Epic Systems , Pacific Marine Batteries , Maria's Pasta , Anglican Youthworks , Alpha Victoria , Argus , Anglian Water , Castle Howard , PA People , Hepworth , Galvin Marketing , AG&F Itiano Nominees
Industries represented by NZ case studies	Agriculture, Forestry and Fishing, Cultural and Recreational Services, Manufacturing, Property and Business Services, Transport and Storage, Wholesale	Local govt, Education, Energy sector.	FMCG, Education, Telecommunications, Manufacturing, Fast Food, Financial Services, Agriculture, Technology, Health	GoldMine case studies cover all industries	Construction, Utilities, Distribution, Education, Financial Services, ITC, Manufacturing, Not For Profit, Services, Tourism, Wholesale,
Solution Overview	Crossware: Go anywhere - CRM that's accessible: Via your network, Off-line on a laptop, Via the internet, Using a PDA; Live in a paper less office - CRM with built in workflow / forms management; Look after your clients properly! - with automated escalation and management reporting; Maximise your teams output! - with real-time KPI reporting.	Dedicated to helping organisations implement IT Service improvement plans using a pragmatic approach that addresses the people, process and technology aspects of improvement plans. We provide training, technical consulting and full local support for the infraEnterprise IT Service Management solution. Our Polestar simulation is an effective and rapid-results tool for addressing the cultural change aspects of IT service management. Our Service Advantage programme ensures IT best practice is achieved cost effectively.	A leader in customised software solutions and consultancy for call centres, help desks and customer service. New to this product range is Envisage Business Intelligence - customised business reports. Envisage Support Centre assists organisations to manage their customer relationships through workflow management, CRM solutions, complaints management, enquiry tracking and call recording. Specialists in customised BlackBerry applications & integration.	GoldMine CRM improves marketing and sales effectiveness by providing automated marketing campaigns, lead distribution, opportunity and relationship management. The three editions, each provide extensive contact management, sales automation, marketing automation, scheduling and project management functions. HEAT integrates your support centre, service level and knowledge management into one complete solution. ITSM is for small to mid-sized orgs incorporating ITIL best practices, bringing together the best in management practices with the best in technology.	Greentree is a New Zealand based company specialising in developing and implementing effective CRM, e-business, distribution, manufacturing and financial management solutions. Built using JADE, Greentree delivers a completely on-line, real-time business solution, with all business functions totally integrated and full Microsoft Office connectivity.
NZ Sites/Users	Sites: 89, Users: 7,832		Sites: 50, Users: 500	100+	700+ NZ Greentree sites, 3000 ANZ Greentree International Products
Target Client Size		300-5,000+ desktops	5 users - unlimited (Revenue and/or user numbers)	HEAT: 1-500 users. GoldMine: 1-500 users	\$5m to \$200m
ASP/Hosted Option Available	Yes	Yes, with a partner service provider	Yes	No	Yes
Contact Mgmt	Yes	No	Yes	Yes	Yes
Sale Force Mgmt	Yes	No	Yes	Yes	Yes
Help Desk	Yes	Yes	Yes	Yes	Yes
Call Centre Mgmt	Yes	No	Yes	Yes	No
Marketing Mgmt	Yes	No	Yes	Yes	Yes
Loyalty Program Mgmt	Yes	No	No	Yes	No
Knowledge Base	Yes	Yes	Yes	Yes	Yes
Out of Box PDA Access	Yes	Yes	Yes, includes BlackBerry applications	Yes	Yes
Out of Box ERP Connectors	Y - JD Edwards, Quanta, Accpac, Sun, Solomon, and others		Exonet	No	Yes, fully integrated to Greentree
Software Licensing Costs	Go to: www.crossware.co.nz/crmprices	Based on number of concurrent users	Concurrent Licence fees are from \$2,950.00 per user and offers unlimited customer access from a web browser.		Licensed on a concurrent user basis by suite, allowing cost effective pricing for different user counts in each area, eg Sales Mgmt versus Service Mgmt. Pricing starts at \$2000 per 4 users. Windows NT/2000/XP server with Windows clients Linux Server
Local Resellers	Crossware Limited	Delta Software Ltd	Envisage Systems Ltd; Singapore: Cyber Village Pte Ltd	Savio Solutions, Smart1	Greentree is sold via an Authorised Partner network located through New Zealand and Australia.
Contact Details	Crossware Kenneth Fairgray, 021 379 740 ken@crossware.co.nz Mirjam Slob, 021 797 028 mirjam@crossware.co.nz www.crossware.co.nz	Delta Software Auckland - Josie Ryan, (09) 309 9400 Wellington - Bruce Monk, (04) 495 4244 www.deltasoftware.co.nz	Envisage Systems Ludy Colenbrander, 0800 ENVISAGE (09) 379 4061, 021 625 000 lcolenbrander@envisage.co.nz www.envisage.co.nz	Savio Solutions Sven Martin, Director, sven.martin@savio.co.nz (09) 523 0846, 021 365 415, www.savio.co.nz Smart1 Solutions Gordon Smart gordon@s1solutions.co.nz www.s1solutions.co.nz	Greentree International Ltd Graham Hill Channels Director (09) 366 3897 graham.hill@greentree.com www.greentree.com

For more information, whitepapers and case studies on these solutions go to www.istart.co.nz/crm.htm
 Case studies highlighted in **Orange** and **Red** can be found on www.istart.co.nz. Red indicates new case studies in the past 12 months.

Microsoft Dynamics	Pivotal	Oracle CRM On Demand	Sage Business Solutions: Sage CRM, SalesLogix, and ACT! By Sage
Haines, Farmers Mutual Group, Career Services, Pumpkin Patch , BRANZ , Westfield, Agile, Onesource, Hanover Finance, Ministry of Economic Development, Tertiary Education Commission, Whitecliffe College of Arts and Design	Warehouse Stationery , Auckland Chamber of Commerce , New Zealand Milk, Meridian Energy, New Zealand Trade & Enterprise , AMP Capital Investors (NZ) Limited, Marac Finance	Surf Lifesaving New Zealand, RPM Solutions, Fusion5 ANZ, Acumentum, Telstra	Fonterra, Hirequip, Jade Stadium, Agpac, Qualmark , Dolf de Roos Associates , EECA , Richmond, The Interisland Line, Open Polytechnic of NZ, NZ Physio Board , ACT NZ , Qualmark
Government, Finance, Wholesale, Retail, Education, Manufacturing, Distribution, Insurance, Membership, Franchises	Financial Services, Manufacturing, Education, Government, FMCG, Not for Profit	Service, Not for Profit, Telecommunications, Manufacturing and Distribution, Construction, Financial Services, Technology, Pharmaceuticals	Tourism, Not-for-Profit, Sport, Manufacturing, Real Estate, Education
Microsoft Dynamics CRM helps organisations, improve sales and customer service. Accessible from Microsoft Outlook and the Web, Microsoft CRM is designed to be easy to use, customise, and maintain, integrates with other business systems, and scales to grow along with your business.	Flexible and easily implemented CRM suite for mid to large enterprises as well as hosted solutions for smaller organisations. Designed for any "people management" requirements across a variety of markets. 50 sites in NZ	CRM On Demand is a hosted CRM solution. Users need only a browser and internet connectivity to manage opportunities, service requests and access knowledge base information. Offline synchronisation and Outlook integration is included.	Sage CRM - wireless and Internet-based CRM system providing enterprise-wide access to vital customer information - anytime, anywhere. Manage your business by integrating field sales, internal sales, customer care and marketing information. Sage CRM.com is a hosted CRM system. Sage CRM SalesLogix enables small to medium-sized businesses to acquire, retain, and develop profitable customer relationships. ACT! enables individuals and small business customers to access key contact and customer information, manage and prioritise activities, and track all contact-related communications.
300+ NZ sites, 2500+ users	50 sites in NZ	Sites: 40, Users: 1,000+	Sage CRM 20+, SalesLogix & Act 47 Sites & 1330 Users
Revenue and/or user numbers. Product suits 5 – 3000 users	20 - unlimited	\$1+ Million, 1 – 1000 users	SalesLogix: 5+, Sage CRM.com: 1+, Sage CRM: 5+, ACT! By Sage: 1+
A hosted option is available through partners	Yes	Yes	Yes
Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes
Full marketing / campaign management	Yes	Yes	Yes
Yes with customisation	Yes	Yes	Yes
Yes	Yes	Yes	Yes
Yes no extra charge for Web, or multiple device access	Yes	Yes	Yes
Microsoft Dynamics ERP adapters available including a BizTalk .NET adapter which allows easy data migration using Web Services	Y, all primary including SAP, JD Edwards, Great Plains, Peoplesoft etc.	Yes, most major packages	Sage Accpac ERP, Sage Accpac Pro , Sage Timberline, MYOB, and Quicken
Microsoft CRM has a flexible pricing model through Microsoft Volume Licensing programs such as the Open License program and the new Open Value program. Pricing starts at a RRP (ex GST) of NZ\$1,356 per user for the Professional edition and \$677 for the Small Business Edition.	Server, Application & User costs based on modular approach	Licensing is subscription based. \$105 per user, per month	SalesLogix starts from \$4956 NZD/\$5120 AUD for 5 users. Sage CRM.com starts from \$110 NZD/\$100 AUD per month per user. Sage CRM starts from \$2294 NZD/\$1995 AUD for server licence and \$943 NZD/\$820 AUD per user. ACT! By Sage starts from \$253 AUD for 1 user
Complete Solutions, Sales Technologies, Infinity Solutions, Intergen, Datacom, Gen-I, Hewlett Packard, Business Mechanix, Altair, Code Blue, Madeans Computing, Integral, Intergen, OA Systems, Orbitcoms, Olympic Software, Quadrant 3, Simpl, UCMS - a full list is at www.microsoft.co.nz/dynamics	Fusion 5, Savio Solutions	Fusion5	Adexio, Business Enabling Systems, Enabling Technologies Ltd, GlobalTech Solutions Ltd, Global Solutions (NZ) Ltd, Summit Business Systems, Xact
Microsoft Dynamics, Ben Green, (09) 362 5800, bengreen@microsoft.com Complete Solutions Ltd , John Biggs, (09) 309 569, 021 763 522 Olympic Software , Kevin Ogilvie, (09) 357 00 22 Intergen , Shaun Donaghey, (09) 966 3072 Infinity Solutions , 0800 4 INFINITY Fusion5 , David Knight, (04) 918 0333	Savio Solutions , Sven Martin sven.martin@savio.co.nz , (09) 523 0846 021 365 415, www.savio.co.nz Fusion5 , David Knight david.knight@Fusion5.co.nz , 021 277 8808 (04) 918 0333, www.fusion5.co.nz	Fusion5 , David Knight, Business Development Manager , david.knight@fusion5.co.nz (04) 918 0333, 021 277 8808 www.fusion5.co.nz	Sage Business , 0800 904 409 Australia 0061 2 85729000 info.pacific@sage.com www.sagebusiness.com